**Analysis Plan**

The goals of the Patient Survey are to

* To gather nationally representative data about the patients of the funding stream programs and the services they obtain;
* To enable comparisons of care received by health center patients with care received by the general population, as measured by the National Health Interview Survey (NHIS) and other national surveys or benchmarks;
* To help policymakers and HRSA staff to:
  + assess how well HRSA-supported health care sites are currently able to meet health care needs,
  + identify areas for improvement and guide planning decisions,
  + complement data that are not routinely collected from other HRSA data sources, and
  + address gaps in the health care system.

The Patient Survey will do that by answering the following research questions:

* What populations/patient demographics are served by the HRSA Health Center programs?
* How are the populations/patients served by the four programs similar to or different from each other?
* What kinds of health problems do these patients have, and how does this compare to the general population?
* How are the Health Center grantees/sites typically used by their patients? Which services are used the most?
* How satisfied are Health Center patients with the services they receive?
* Do Health Center patients need and use more health care services/resources than the general population?
* How well are the needs of the underserved populations being met?

These questions will be answered primary through the creation of data tables. An example of a preliminary list of tables is below. Tables will be grouped in the final report by thematic area: Patient Characteristics, Access to Care, Quality of Care, and Patient Satisfaction. The tables will contain counts, means or percentages, and standard errors. Some tables will include significance testing (t-tests or chi-square tests) to explore differences between groups. In those cases, p-values will also be presented or symbols will be used to indicate the level of significance. To enhance understanding of the results, RTI will coordinate with HRSA to create an online dashboard for users to explore the data.

Examples of table shells are provided here:

|  |  |  |  |
| --- | --- | --- | --- |
| **Patient Age** | **Male** | **Female** | **Total** |
| 0-17 |  |  |  |
| 18-24 |  |  |  |
| 25-34 |  |  |  |
| 35-44 |  |  |  |
| 45-54 |  |  |  |
| 55-64 |  |  |  |
| 65 and Older |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Patient Race** | **Overall** | **CHC** | **MHC** | **Homeless** | **Public Housing** |
| White |  |  |  |  |  |
| Black or African-American |  |  |  |  |  |
| American Indian or Native Alaskan |  |  |  |  |  |
| Native Hawaiian or Pacific Islander |  |  |  |  |  |
| Asian |  |  |  |  |  |
| Other |  |  |  |  |  |

|  |  |
| --- | --- |
| **Cancer Screening - Pap Smear Test** | **Percent** |
| Never had a pap smear test |  |
| 1 Year ago or Less |  |
| More than 1 year, but not more than 2 years |  |
| More than 2 years, but not more than 3 years |  |
| More than 3 years, but not more than 4 years |  |
| More than 4 years, but not more than 5 years |  |
| Over 5 years ago |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Satisfaction Area** | **Excellent** | **Very Good** | **Total: Excellent & Very Good** | **Total: Fair & Poor** |
| Ability to get in to be seen |  |  |  |  |
| Hours the center is open |  |  |  |  |
| Keeping your personal information Private |  |  |  |  |
| Nurses answer your questions |  |  |  |  |
| Collection of Payment |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Percent Yes for Household Receiving Public Assistance** | **Overall** | **CHC** | **MHC** | **Homeless** | **Public Housing** |
| Food Stamps |  |  |  |  |  |
| WIC |  |  |  |  |  |
| TANF |  |  |  |  |  |
| Section 8 |  |  |  |  |  |
| Other Public Assistance |  |  |  |  |  |

Table # # (Shell 1)

| Variable | Patient Survey Unweighted Number | Patient Survey Weighted Number  (in 1000s) | Patient Survey Percent | Patient Survey Male Percent | Patient Survey Male  *SE* | Patient Survey Female Percent | Patient Survey Female *SE* | NHIS Unweighted Number | NHIS Weighted Number  (in 1000s) | NHIS Percent | NHIS Male Percent | NHIS Male  *SE* | NHIS Female Percent | NHIS Female *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **All Persons** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Patient Type** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Community Health Center | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Migrant Health Center | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Health Care for the Homeless | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Public Housing Primary Care | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Age** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 0–17 Years | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 18–44 Years | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 45–64 Years | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 65–74 Years | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 75 Years and Over | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Race/Ethnicity** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Asian/Pacific Islander | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| White Non-Hispanic | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Black Non-Hispanic | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Hispanic | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Native American/Alaskan Native | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Unknown | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Education** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Less Than High School | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| High School | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| More Than High School | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Poverty Status** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Less Than 100% FPL | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 100 to 200% FPL | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| More Than 200% FPL | # | # | # | # | # | # | # | # | # | # | # | # | # | # |

(continued)

Table # # (Shell 1) (continued)

| Variable | Patient Survey Unweighted Number | Patient Survey Weighted Number  (in 1000s) | Patient Survey Percent | Patient Survey Male Percent | Patient Survey Male  *SE* | Patient Survey Female Percent | Patient Survey Female *SE* | NHIS Unweighted Number | NHIS Weighted Number  (in 1000s) | NHIS Percent | NHIS Male Percent | NHIS Male  *SE* | NHIS Female Percent | NHIS Female *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Employment** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Employed | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Unemployed | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Not in Labor Force | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Location** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Urban | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Rural | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Language Preferred** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| English Only | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Other Non-English Language Only | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| English and Non-English Language | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Number of Persons in Household** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 1 | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 2 | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 3–5 | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 6 or More | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Health Insurance** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Medicaid Only | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Medicare Only | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Medicaid and Medicare | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Uninsured | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Smoking Status** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Current Smoker | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Non-Smoker | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Health Status** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Excellent | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Very Good | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Good | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Fair or Poor | # | # | # | # | # | # | # | # | # | # | # | # | # | # |

(continued)

Table # # (Shell 1) (continued)

| Variable | Patient Survey Unweighted Number | Patient Survey Weighted Number  (in 1000s) | Patient Survey Percent | Patient Survey Male Percent | Patient Survey Male  *SE* | Patient Survey Female Percent | Patient Survey Female *SE* | NHIS Unweighted Number | NHIS Weighted Number  (in 1000s) | NHIS Percent | NHIS Male Percent | NHIS Male  *SE* | NHIS Female Percent | NHIS Female *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Need Help with ADLs** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Yes | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| No | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Need Help with IADLs** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Yes | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| No | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Hypertension** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Yes | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| No | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Asthma** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Yes | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| No | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Diabetes** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Yes | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| No | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Obesity** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Obese (BMI Greater Than or Equal to 30) | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Overweight (BMI Between 25 and 29) | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| Neither Overweight or Obese | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| **Gone to ER in Past Year** | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| None | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| One Time | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| 2 to 3 Times | # | # | # | # | # | # | # | # | # | # | # | # | # | # |
| More Than 3 Times | # | # | # | # | # | # | # | # | # | # | # | # | # | # |

Table # # (Shell 5)

| Variable | Unweighted  N | Weighted N (in 1000s) | Excellent Percent | Excellent  *SE* | Very Good Percent | Very Good  *SE* | Good  Percent | Good  *SE* | Fair or Poor Percent | Fair or Poor *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **All Persons** | # | # | # | # | # | # | # | # | # | # |
| **Patient Type** | # | # | # | # | # | # | # | # | # | # |
| Community Health Center | # | # | # | # | # | # | # | # | # | # |
| Migrant Health Center | # | # | # | # | # | # | # | # | # | # |
| Health Care for the Homeless | # | # | # | # | # | # | # | # | # | # |
| Public Housing Primary Care | # | # | # | # | # | # | # | # | # | # |
| **Age** | # | # | # | # | # | # | # | # | # | # |
| 0–17 Years | # | # | # | # | # | # | # | # | # | # |
| 18–44 Years | # | # | # | # | # | # | # | # | # | # |
| 45–64 Years | # | # | # | # | # | # | # | # | # | # |
| 65–74 Years | # | # | # | # | # | # | # | # | # | # |
| 75 Years and Over | # | # | # | # | # | # | # | # | # | # |
| **Race/Ethnicity** | # | # | # | # | # | # | # | # | # | # |
| Asian/Pacific Islander | # | # | # | # | # | # | # | # | # | # |
| White Non-Hispanic | # | # | # | # | # | # | # | # | # | # |
| Black Non-Hispanic | # | # | # | # | # | # | # | # | # | # |
| Hispanic | # | # | # | # | # | # | # | # | # | # |
| Native American/Alaskan Native | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| Unknown | # | # | # | # | # | # | # | # | # | # |
| **Education** | # | # | # | # | # | # | # | # | # | # |
| Less Than High School | # | # | # | # | # | # | # | # | # | # |
| High School | # | # | # | # | # | # | # | # | # | # |
| More Than High School | # | # | # | # | # | # | # | # | # | # |
| **Poverty Status** | # | # | # | # | # | # | # | # | # | # |
| Less Than 100% FPL | # | # | # | # | # | # | # | # | # | # |
| 100 to 200% FPL | # | # | # | # | # | # | # | # | # | # |
| More Than 200% FPL | # | # | # | # | # | # | # | # | # | # |
| **Employment** | # | # | # | # | # | # | # | # | # | # |
| Employed | # | # | # | # | # | # | # | # | # | # |
| Unemployed | # | # | # | # | # | # | # | # | # | # |
| Not in Labor Force | # | # | # | # | # | # | # | # | # | # |

(continued)

Table # # (Shell 5) (continued)

| Variable | Unweighted  N | Weighted N (in 1000s) | Excellent Percent | Excellent  *SE* | Very Good Percent | Very Good  *SE* | Good  Percent | Good  *SE* | Fair or Poor Percent | Fair or Poor *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location** | # | # | # | # | # | # | # | # | # | # |
| Urban | # | # | # | # | # | # | # | # | # | # |
| Rural | # | # | # | # | # | # | # | # | # | # |
| **Language Preferred** | # | # | # | # | # | # | # | # | # | # |
| English Only | # | # | # | # | # | # | # | # | # | # |
| Other Non-English Language Only | # | # | # | # | # | # | # | # | # | # |
| English and Non-English Language | # | # | # | # | # | # | # | # | # | # |
| **Health Insurance** | # | # | # | # | # | # | # | # | # | # |
| Medicaid Only | # | # | # | # | # | # | # | # | # | # |
| Medicare Only | # | # | # | # | # | # | # | # | # | # |
| Medicaid and Medicare | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| Uninsured | # | # | # | # | # | # | # | # | # | # |
| **Smoking Status** | # | # | # | # | # | # | # | # | # | # |
| Current Smoker | # | # | # | # | # | # | # | # | # | # |
| Non-Smoker | # | # | # | # | # | # | # | # | # | # |

Table # # (Shell 9)

| Variable | Unable to Get Unweighted  N | Unable to Get Weighted  N (in 1000s) | Unable to  Get Percent | Unable to  Get *SE* | Delayed Unweighted  N | Delayed Weighted  N (in 1000s) | Delayed Percent | Delayed  *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Main Reason** | # | # | # | # | # | # | # | # |
| Could not afford care | # | # | # | # | # | # | # | # |
| Insurance company wouldn’t approve, cover, or pay for care | # | # | # | # | # | # | # | # |
| Doctor refused to accept family’s insurance plan | # | # | # | # | # | # | # | # |
| Problems getting to doctor’s office | # | # | # | # | # | # | # | # |
| Different language | # | # | # | # | # | # | # | # |
| Couldn’t get time off of work | # | # | # | # | # | # | # | # |
| Didn’t know where to go to get care | # | # | # | # | # | # | # | # |
| Was refused services | # | # | # | # | # | # | # | # |
| Couldn’t get child care | # | # | # | # | # | # | # | # |
| Didn’t have time or took too long | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # |

Table # # (Shell 16)

| Variable | Unweighted  N | Weighted  N (in 1000s) | Very  Percent | Very  *SE* | Somewhat Percent | Somewhat  *SE* | Not Very Percent | Not Very  *SE* | Not at All Percent | Not at All  *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **All Persons** | # | # | # | # | # | # | # | # | # | # |
| **Patient Type** | # | # | # | # | # | # | # | # | # | # |
| Community Health Center | # | # | # | # | # | # | # | # | # | # |
| Migrant Health Center | # | # | # | # | # | # | # | # | # | # |
| Health Care for the Homeless | # | # | # | # | # | # | # | # | # | # |
| Public Housing Primary Care | # | # | # | # | # | # | # | # | # | # |
| **Age** | # | # | # | # | # | # | # | # | # | # |
| 0-17 Years | # | # | # | # | # | # | # | # | # | # |
| 18-44 Years | # | # | # | # | # | # | # | # | # | # |
| 45-64 Years | # | # | # | # | # | # | # | # | # | # |
| 65-74 Years | # | # | # | # | # | # | # | # | # | # |
| 75 Years and Over | # | # | # | # | # | # | # | # | # | # |
| **Race/Ethnicity** | # | # | # | # | # | # | # | # | # | # |
| Asian/Pacific Islander | # | # | # | # | # | # | # | # | # | # |
| White Non-Hispanic | # | # | # | # | # | # | # | # | # | # |
| Black Non-Hispanic | # | # | # | # | # | # | # | # | # | # |
| Hispanic | # | # | # | # | # | # | # | # | # | # |
| Native American/Alaskan Native | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| Unknown | # | # | # | # | # | # | # | # | # | # |
| **Education** | # | # | # | # | # | # | # | # | # | # |
| Less Than High School | # | # | # | # | # | # | # | # | # | # |
| High School | # | # | # | # | # | # | # | # | # | # |
| More Than High School | # | # | # | # | # | # | # | # | # | # |
| **Poverty Status** | # | # | # | # | # | # | # | # | # | # |
| Less Than 100% FPL | # | # | # | # | # | # | # | # | # | # |
| 100 to 200% FPL | # | # | # | # | # | # | # | # | # | # |
| More Than 200% FPL | # | # | # | # | # | # | # | # | # | # |
| **Employment** | # | # | # | # | # | # | # | # | # | # |
| Employed | # | # | # | # | # | # | # | # | # | # |
| Unemployed | # | # | # | # | # | # | # | # | # | # |
| Not in Labor Force | # | # | # | # | # | # | # | # | # | # |

(continued)

Table # # (Shell 16) (continued)

| Variable | Unweighted  N | Weighted  N (in 1000s) | Very  Percent | Very  *SE* | Somewhat Percent | Somewhat  *SE* | Not Very Percent | Not Very  *SE* | Not at All Percent | Not at All  *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Location** | # | # | # | # | # | # | # | # | # | # |
| Urban | # | # | # | # | # | # | # | # | # | # |
| Rural | # | # | # | # | # | # | # | # | # | # |
| **Language Preferred** | # | # | # | # | # | # | # | # | # | # |
| English Only | # | # | # | # | # | # | # | # | # | # |
| Other Non-English Language Only | # | # | # | # | # | # | # | # | # | # |
| English and Non-English Language | # | # | # | # | # | # | # | # | # | # |
| **Health Insurance** | # | # | # | # | # | # | # | # | # | # |
| Medicaid Only | # | # | # | # | # | # | # | # | # | # |
| Medicare Only | # | # | # | # | # | # | # | # | # | # |
| Medicaid and Medicare | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| Uninsured | # | # | # | # | # | # | # | # | # | # |
| **Health Status** | # | # | # | # | # | # | # | # | # | # |
| Excellent | # | # | # | # | # | # | # | # | # | # |
| Very Good | # | # | # | # | # | # | # | # | # | # |
| Good | # | # | # | # | # | # | # | # | # | # |
| Fair or Poor | # | # | # | # | # | # | # | # | # | # |
| **Usual Source of Care** | # | # | # | # | # | # | # | # | # | # |
| Health Center | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| No Usual Source of Care | # | # | # | # | # | # | # | # | # | # |
| **Length of Time Since First Visit** | # | # | # | # | # | # | # | # | # | # |
| Less Than 6 Months | # | # | # | # | # | # | # | # | # | # |
| 6 Months to 1 Year | # | # | # | # | # | # | # | # | # | # |
| 1 Year to 2 Years | # | # | # | # | # | # | # | # | # | # |
| 2 Years to 3 Years | # | # | # | # | # | # | # | # | # | # |
| 3 Years to 4 Years | # | # | # | # | # | # | # | # | # | # |
| 4 Years to 5 Years | # | # | # | # | # | # | # | # | # | # |
| More Than 5 Years Ago | # | # | # | # | # | # | # | # | # | # |

(continued)

Table # # (Shell 16) (continued)

| Variable | Unweighted  N | Weighted  N (in 1000s) | Very  Percent | Very  *SE* | Somewhat Percent | Somewhat  *SE* | Not Very Percent | Not Very  *SE* | Not at All Percent | Not at All  *SE* |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **How Patient Discovered the Health Center** | # | # | # | # | # | # | # | # | # | # |
| Friend, Family, or Neighbor Told Me | # | # | # | # | # | # | # | # | # | # |
| Family Took Me There | # | # | # | # | # | # | # | # | # | # |
| Advertisement in the Community | # | # | # | # | # | # | # | # | # | # |
| At a Meeting | # | # | # | # | # | # | # | # | # | # |
| Contacted by Someone from Health Center | # | # | # | # | # | # | # | # | # | # |
| Through My Insurance | # | # | # | # | # | # | # | # | # | # |
| Social Services | # | # | # | # | # | # | # | # | # | # |
| A Doctor or the Emergency Room | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |
| **Method of Communication with Health Care Provider** | # | # | # | # | # | # | # | # | # | # |
| English | # | # | # | # | # | # | # | # | # | # |
| The Doctor/Health Professional Speaks a Language Other Than English That I Understand | # | # | # | # | # | # | # | # | # | # |
| I Bring a Friend or Family Member to Translate | # | # | # | # | # | # | # | # | # | # |
| The Health Center Has a Translator | # | # | # | # | # | # | # | # | # | # |
| Other | # | # | # | # | # | # | # | # | # | # |

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